TRAINING SCHEDULE FOR SEPTEMBER – DECEMBER 2020

Click here: **Career Center Staff Training Sessions - September through December 2020**

Issuance 100 DCS 14.354
Updated November 3, 2020

September:
- 15th @ 9-10:30am – Essentials of Career Planning Session 1
- 15th @ 10-11am - 2020 MassHire Finalist Workshop Sessions – Reliability
- 17th @ 1-2:30pm – Essentials of Career Planning Session 2
- 17th @ 1–2:00pm – Labor Insight – Burning Glass
- 17th @ 10-11:30am – Panel (RESEA and Reports)
- 18th @ 10-11:30am – Panel (RESEA and Reports)
- 24th @ 9-10:30am – Presentation Skills
- 29th @ 1-2pm – To Mute or Not To Mute: Handling difficult customers and situations

October:
- 1st @ 10–12:00pm – Virtual Unified Complaint System
- 1st @ 12-1pm – 2020 MassHire Finalist Workshop Sessions – Living MassHire
- 5th @ 10 -11:30am – ACLS/Adult Education – Cross-training
- 7th @ 1–3:00pm – Virtual Unified Complaint System
- 8th @ 10-11:00am – Labor Insight – Burning Glass
- 13th @ 11-12pm – Title I Youth Program
- 14th @ 2-3pm – Title I Adult/DW Program
- 15th @ 9-10am – To Mute or Not To Mute: Handling difficult customers and situations
- 15th @ 2-3pm – 2020 MassHire Finalist Workshop Sessions – Ingenuity
- 16th @ 9-10am – Title I Performance
- 19th @ 1-2:30pm – Essentials of Career Planning Session 1
- 21st @ 9-10:30am – Essentials of Career Planning Session 2
- 22nd @ 1-2:30pm – Virtual Job Fairs – Premier 10 Level Training
- 27th @ 9-10:30am – Virtual Job Fairs – Premier 10 Level Training
- 27th @ 9-10:30am – RESEA Session 1
- 29th @ 1-2:30pm – RESEA Session 2

November:
- 3rd @ 1-2:30pm – UI & UI Online Navigation Training Modules for Level 1 & 2 identified staff
- 4th @ 10-11am – To Mute or Not To Mute: Handling difficult customers and situations
- 4th @ 1-2:30pm – UI & UI Online Navigation Training Modules for Level 1 & 2 identified staff
- 5th @ 1–2:30pm – TORQ
- 5th @ 3-4pm – Introduction to Coursera for Partner Agencies
- 6th @ 8-9am – Introduction to Coursera for Partner Agencies
- 9th @ 10:30 – 12pm – Customer Service in a Virtual World
- 10th @ 2:30–3:30pm - Labor Insight – Burning Glass
- 12th @ 10 – 11:30am – UI Training – Module 1 (Basics)
- 13th @ 11 – 12:30pm – UI Training – Module 1 (Basics)
- 16th @ 1 – 2:30pm - UI Training – Module 1 (Basics)
- 17th @ 9-10:30am – Essentials of Career Planning Session 1
- 17th @ 1:30-3:30pm – MassHire BizWorks – The Essentials of Job Referrals
- 18th @ 1-2:30pm – Essentials of Career Planning Session 2

- 18th @ 10 – 11:30am – UI Training – Module 2 (Enhanced)
- 19th @ 9:30-11:30am – MassHire BizWorks – The Essentials of Job Referrals
- 19th @ 1 – 2:30pm - UI Training – Module 2 (Enhanced)
- 19th @ 1:30-3:30pm – MassHire BizWorks – The Essentials of Job Referrals
- 20th @ 9 – 11am – MOSES Database for Crystal Report Writers
- 20th @ 11 – 12:30pm – UI Training – Module 2 (Enhanced)
- 20th @ 1:30-3:30pm – MassHire BizWorks – The Essentials of Job Referrals
- 23rd @ 1 – 2:30pm - UI Training – Module 3 (UIO Additional Features)
- 24th @ 10 – 11:30am – UI Training – Module 3 (UIO Additional Features)

December
- 1st @ 1:30–2:30pm - Labor Insight – Burning Glass
- 2nd @ 12:30-2:00pm – UI Training – Module 3 (UIO Additional Features)
- 3rd @ 10 – 11:30am – Panel Discussion (finalizing topics) - Tentative
- 7th @ 10-11:30am – Essentials of Career Planning Session 1
- 8th @ 10–11:30am – TORQ
- 8th @ 1-2:30pm – Essentials of Career Planning Session 2
- 16th @ 9-10am – To Mute or Not To Mute: Handling difficult customers and situations

Essentials of Career Planning (Session 1 & 2) – This training is split into 2 Sessions and is designed to provide an overview of the WIOA career planning process using the customer-centered approach, beginning with Informational Intake, initial and comprehensive assessments, identifying barriers to employment and triage of a customer. Also covered is evaluation, labor market information, and goal setting in the context of developing an Individual Employment Plan (IEP) to create a roadmap for customers. The importance of documentation in MOSES is discussed, as it is an integral element to all aspects of career planning with a customer.

Introduction to Virtual Presentation Skills – Learn how to present career center seminars and facilitate job search workshops via virtual platforms; how to prepare for a session; online etiquette; overcoming anxiety and fear; understand your role and audience, as well as learn effective virtual presentation skills.

To Mute or Not To Mute: Handling difficult customers and situations – This session will discuss how to handle difficult customers in a virtual world and in-person; maintaining control of the session; dealing with potentially challenging situations and tips for de-escalation.

Customer Service in a Virtual World – A focus on customer service is critical to ensuring success of MassHire Career Centers and their customers. This session will cover customer service basics; skills and characteristics of customer service; how assumptions and biases effect customer service and creating a customer friendly environment in a virtual world.

Re-Employment Services and Eligibility Assessment (RESEA) – This 2 session training is comprehensive and designed for MassHire staff providing RESEA services to customers virtually and in-person. Session 1 will cover what is RESEA; RESEA program requirements will be discussed in detail; mandatory components of CCS, Initial RESEA meeting and the RESEA Review; how to conduct and collect required, fillable documents and data entry requirements in MOSES documentation. Session 2 will discuss the various special circumstances regarding RESEA, such as potential issues, return to work requirements, left state documentation, as well as other important aspects of RESEA.

WIOA Title I – Youth Program provides information and technical assistance on eligibility criteria for youth, source documentation, program requirements, the individual service strategy (ISS) plan, and coordination with WIOA Core programs.

WIOA Title I – Adult/Dislocated Worker Program provides information and technical assistance on eligibility criteria for adults and dislocated workers, source documentation, career services/training, career planning, coordination with WIOA Core programs, and serving shared customers.

WIOA Federal Performance Measurement Basics – This training will provide an overview of the federally required WIOA performance measures for the Title I Adult, Dislocated Worker, and Youth programs. In addition, attendees will learn how MOSES data entry impacts local area performance outcomes and review several scenarios that will help solidify their understanding of the measurement's guidelines.

Virtual Unified Complaint System – To comply with regulations set forth at 20 CFR, Ch. V, § 683.600(a), 29 CFR 38 and 658.410(a) & (g) MassHire Workforce Board and Career Center Directors are requested to allow Complaint, EO officers and other staff involved with complaint resolution to attend the 2020 Virtual Unified Complaint System Training.

This training will enhance and build confidence for complaint officers and back-up complaint officers as they understand complaint system basics, informal resolution; proper handling of complaints, recordkeeping, file management, reporting and best practices.

The Virtual Unified Complaint System training sessions will cover:
- Complaint System basics/Informal Resolution
- Proper handling of complaint
- Resolution and recordkeeping
- File management and reporting
- Best practices

Labor Insight – Burning Glass will conduct webinars to familiarize workforce development staff and management with the features of the product including tools that analyze online job postings data and accessing reports on the most in demand job roles and credentials in their region.

TORQ (Transferable Occupational Relationship Quotient) – TORQWorks will conduct training sessions relative to learning how to use *TORQ* with job seekers. This valuable labor market tool provides career centers with the ability to interact with job seekers to increase their job search prospects based on knowledge, skills, transferable skills, and abilities from previous jobs and education. Staff users can also generate special reports for career planning and job training.

Virtual Job Fairs – Premier 10 Level Training – As a result of the COVID-19 Pandemic, shortfalls in virtual technologies have been identified to assist in the battle of unemployment and the adaptation of virtual business services for a focus on hiring. In order to develop, create, and report on full-circle hiring, while creating opportunities to job seekers, technology is needed to encircle both pathways and accomplish economic growth and stability in the Commonwealth.

MassHire Department of Career Services (MDCS) and MassHire Veteran Services have developed, and will offer Premier 10 Level Training on the following topics:

- Creating Events

- Creating Sub Events
- Overview from employer and jobseeker POV
- Data Entry into MOSES

MOSES Database for Crystal Report Writers – The training will provide an understanding of the MOSES database that will assist the report writer in creating ad hoc reports from the database.

Staff attending this training should:
- be responsible for writing/modifying reports from the MOSES database,
- have at least a rudimentary knowledge of database concept,
- have a rudimentary knowledge of some reporting software like Crystal Reports or Microsoft Access,
- have experience with the MOSES application, and
- have an understanding of Career Center business and operations

To be clear, this training IS NOT for staff who would like to simply learn how to run a Crystal Report, rather it is a more technical and rigorous training for staff to learn how to create and/or modify ad hoc reports using the MOSES database.

MassHire BizWorks: The Essentials of Job Referrals – This training is designed to provide staff with knowledge and skills to improve their ability to effectively identify qualified candidates (vetting process) make appropriate job referrals, document all services, and conduct follow-up for hires. The training will cover the following topics:
- What is the Vetting Process?
- Outreach to Job Seekers
- MOSES data entry of the vetting process, outreach, and referral services
- Generating Reports to track productivity and follow-up